

# Correctional Industries Leadership Training

## Correctional Industries E-Courses

- Marketing Course for Correctional Industry Directors
- Balancing Internal and External Environments for Correctional Industries Directors
- Developing Staff Workforce Competencies for Correctional Industries Directors
- Financial Self Sufficiency for Correctional Industries Directors

### **Module:** Providing Dynamic Leadership

#### **Performance Objectives**

1. Identify at least three personal characteristics of dynamic leadership for the future
2. Define and apply an effective process for articulating an organizational vision
3. Describe five key elements in establishing organization culture
4. Identify three key elements needed to build a culture of systems thinking
5. Demonstrate knowledge of developing and implementing a strategic plan including long and short term goal setting

### **Module:** Managing Your Stakeholder Network

#### **Performance Objectives**

1. Describe a method for identifying and mapping their organization's stakeholders.
2. List at least three methods for understanding stakeholder needs.
3. Identify strategies for developing stakeholders as supporters, advocates and promoters
4. List four strategies for negotiating with difficult stakeholders.

### **Module:** Assuring Customer Satisfaction

#### **Performance Objectives**

1. Demonstrate knowledge of four elements that define exceptional customer service.
2. Identify two key factors you need to know about your customers.
3. Define five key elements in establishing customer relationships.
4. Describe and apply five key steps in providing excellent customer satisfaction.
5. Apply principles of customer satisfaction to correctional industries challenges.

### **Module:** Evaluating Organizational Performance

#### **Performance Objectives:**

1. Define the overall strategic goals and objectives of your correctional industry program.
2. Identify the key performance indicators to be measured.
3. Identify critical data to be collected to evaluate the success of your program.
4. Demonstrate the continuous improvement process critical to organizational learning and performance improvement.

### **Module:** Statewide Correctional Industries Case Study

#### **Performance Objectives**

1. Evaluate and prioritize the key issues facing the director of a fictitious correctional industries program and develop effective strategies for meeting these challenges.